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*The Commonwealth of Massachusetts*  
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*Massachusetts Commission*  
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March 24, 2020

Hello Community Interpreters-

In response to the COVID-19 pandemic MCDHH's Referral Services has begun transitioning into accepting Remote Interpreter Requests, VRI. In working with you, our community interpreters, we would like to share a list of potential software platforms that may be used by requesters when connecting with interpreters.

These include, in no particular order, and are not limited to:

Zoom Meetings	Skype	Free Conference
Google Hangouts	Cisco WebEx Meetings	GoToMeeting
CyberLink U Meeting	Blue Jeans	Lifesize

Referral will be referring VRI requests to you and as interpreters it is important you familiarize yourself with the potential platforms listed above and have the equipment and space necessary for provision of quality interpreter services.

MCDHH will continue to accept, unless otherwise directed, onsite interpreting requests. Please work with the requester to ensure you are safe, practicing social distancing and/or have the appropriate Personal Protective Equipment, PPE.

We understand the economic difficulties facing Independent Contractors and are working as quickly as we can to respond to the pandemic as well as provide resources for financial relief.

All of the above information and more is outlined in the MCDHH 2020- Interpreter Contractor Resource Guide for COVID-19. It is important that you take the time to read and understand the information offered in this guide.

We value your service to the community and your partnership with MCDHH. We will continue to work with you to ensure essential communication access for interpreter services across the Commonwealth for all of the constituents we serve.

Thank you,

A handwritten signature in black ink, appearing to read 'S. Florio', with a stylized flourish at the end.

Steven A. Florio  
MCDHH Commissioner